ADDENDUM NO. _2_

RFP NUMBER: _____166652_____

RFP TITLE: _____RFP for Online Training and Skills Development Platforms_____

DEPARTMENT: ___Chattanooga Public Library_____

COMMODITY: ___Software___

DATE OF ADDENDUM: _____March 16, 2018_____

RFP DUE DATE: _____April 5, 2018_____

RFP DUE TIME: _____4:00 p.m., e.s.t._____

REASON: ANSWERS TO QUESTIONS

(SIGNED): _____(DATE):_____

(COMPANY): _____

Please sign one (1) copy of this page and return it with your proposal, or separately and clearly labelled if your proposal has already been submitted, to the Purchasing Department (email: dmkeylon@chattanooga.gov; or fax to 423-643-7244 Attn: D Keylon; or mail to Purchasing Dept., Attn: D Keylon, 101 E. 11th Street, Suite G-13, Chattanooga, TN 37402.

Retain a copy for your file.

Questions and Answers for RFP 166652

Online Learning Content and Platform for Public Library

QUESTION: Can companies from Outside USA can apply for this? (like, from India or Canada)

ANSWER: Yes, they can submit a proposal.

QUESTION: Would companies outside the USA need to come over there for meetings?

ANSWER: Most business can be done by phone or web conference and distance application, however, there may arise one or more occasions during implementation and for the life of the contract requiring in-person/on-site work at the expense of the contractor. Many companies doing business with the City of Chattanooga make in-person (on-site) visits for the sake of customer service, training, implementation, problem-solving, etc. Routine travel costs must be included in the cost proposal. Also, unexpected travel costs must be anticipated and included for service that cannot be done at a distance.

QUESTION: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

ANSWER: Most business can be done by phone or web conference and distance application, however, there may arise one or more occasions during implementation and for the life of the contract requiring in-person/on-site work at the expense of the contractor. (see above regarding on-site work and costs.)

QUESTION: Can we submit the proposals via email?

ANSWER: All proposals must be sealed. E-mail does not allow a legally valid seal. Therefore, no e-mailed proposals will be accepted.

QUESTION: Will you consider extending the deadline given by at least 1 week and preferably 2? Based on the current release/requirement for mailing the submission, we have less than 2 week to provide extensive, technical information and will appreciate more time.

ANSWER: Yes. The deadline is extended to April 5, 2018.

QUESTION: Will the City consider a solution that is for a synchronous online learning and not a software nor database solution?

ANSWER: Because we are attempting to provide a service to our patrons that they can utilize at their own convenience, the solution must provide asynchronous/on-demand access for patrons.

QUESTION: Re: Appendix B: Software Standard Requirements. What if the proposed online resource is not a software nor a database resource?

ANSWER: The Software Standard Requirements may influence the scoring of proposed solutions, depending on available information and applicability. However, it won't preclude any proposed solutions. Any proposed solutions that meet more of the requirements listed in the document and appendix would receive a more favorable review, all else equal.

QUESTION: Assuming the answer to #2 is Yes, may we entre N/A as a response for this section?

ANSWER: An explanation of the reason this section is not applicable to the proposal is preferred e.g. "This product is neither software nor a database." (see above question and answer)

QUESTION: Would you be able to provide a more detailed list on the subjects that the city would like covered?

ANSWER: The online training content is expected to focus on a large variety of subject areas and be helpful for patrons across the range of knowledge levels, from beginner to expert. Specific training content on business, technology, and general education topics is desired.

Vendors are free to include a list of topics/courses offered.

QUESTION: I have questions about the set-up and technical issues, in regards to the following:

Regarding the requirement: If there is a limit to the number of users concurrently accessing the solution, there must be automatic mechanisms in place for managing user turnover

My question is this: what if a company uses individual named license, and if a patron claims a license, that patron would have access for one year. The license cannot be recycled for another patron, or used concurrently by another user. Thus, Public Library/Chattanooga would need to purchase licenses for the amount of patrons that will need access ahead of time, and then distribute the licenses. Would this be an acceptable set-up?

Please let me know what you think, as this may be a significant hurdle from a business perspective.

ANSWER: We are not willing to limit access to the solution to specific individuals for a year at a time. Our service population is 175,000 individuals. If the pricing for this amount of licenses was feasible, then we can consider that model. Due to the amount of management that would be required, we are unwilling to accept a solution that does not automatically manage the users license, authenticating against our integrated library system.

QUESTION: Software standard requirements on page 17- Do they all need to be incorporated into the requirements?

ANSWER: The standard requirements for software are "minimum expected requirements." If the software and database requirements are not applicable to a product, please briefly explain the reason in the proposal.